

Customer Feedback Form Planning Services

Your comments are important in order to help us improve our service and provide better value for money. Please take a few moments to complete this questionnaire.

Application Number:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
1. I was able to discuss proposals before depositing the application.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. An appropriate member of staff has always been available to speak to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I was given assistance during the period when the plans were being considered.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The member of staff was helpful and polite.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The Council reached the decision in a reasonable time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. A good service is provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Which service is the Decision Notice Applicable to (please tick)	Development Control		Building Control		
		<input type="checkbox"/>		<input checked="" type="checkbox"/>	

See overleaf if you would like to make further comments.

We are keen to develop and enhance our service delivery and would welcome specific feedback on areas where you think our service is good or where you think improvements might be made. Please complete the form by adding your name and contact details and provide a summary of the points you want to raise.

Name:	
Address:	
Tel:	
Email:	
Summary:	

Email: planning.feedback@rochford.gov.uk

Website: www.rochford.gov.uk

Return to:
Freepost
Head of Planning & Transportation
South Street
Rochford
Essex SS4 1BR

This form can also be completed online